

SouthWest Skill Center Program Competencies

EMT PROGRAM COMPETENCIES

I. Students will learn techniques for Emergency Management of the sick and injured in the prehospital setting. Upon completion of the 152 clock hour course students will have attained the knowledge to treat frequently encountered emergency medical emergencies including cardiac arrest, stroke, respiratory problems, and diabetic problems to name a few. Additionally student will have knowledge of the proper care procedures for traumatic injuries that can arise from motor vehicle accidents, stabbings, shootings, and assaults. Students will also learn basic pharmacology in order to assist with patient medications.

II. The main competency that students will learn during The EMT program is to perform a rapid patient assessment to determine the urgency of the patient's condition. This is the EMT's primary role. In order to facilitate this the student will also:

1. Initiate treatment utilizing EMT-Basic skills as defined by National, State and Regional standards.
2. Demonstrate proficiency in the following areas:
 - A. Airway Management
 - B. Cardiopulmonary Resuscitation
 - C. Immobilization Techniques: KED board, HARE traction splint, cervical spine immobilization, long board immobilization, long bone immobilization
 - D. Facilitate patient's medications: Epinephrine auto injector, small volume nebulizer, oral glucose, nitroglycerin, activated charcoal, aspirin, oxygen.
3. Perform blood glucose monitoring
4. Monitor peripheral intravenous infusions (IV monitoring)
5. Documentation and communication

III. The EMT program is an introductory level emergency medicine course that is designed to benefit all students regardless of what healthcare profession they decide to pursue. Many students who take an EMT course will have a career focus on emergency patient care careers such as becoming a firefighter, paramedic, ambulance attendant, urgent care nurse, or emergency department nurse. Upon completion of the program students will take the National Registry of Emergency Medical Technicians exam, where upon successfully passing, they will attain their national and state EMT certification and can begin working as an EMT immediately afterward.

SPANISH MEDICAL INTERPRETER PROGRAM COMPETENCIES

I. The SouthWest Skill Center Spanish Medical Interpreter Program is a 130-hour introduction to medical interpreting followed by a four-hour externship classroom session and a thirty-six-hour externship. Bilingual individuals who would like to interpret or pursue a bilingual career in a health care setting can gain skills necessary to interpret in a manner consistent with national standards of practice for interpreters in health care. Interpreting is a value-added skill set for bilingual health care workers, and interpreter training is a requirement for anyone applying to the Certification Commission for Healthcare Interpreters for national certification.

II. Program Competencies by block:

- **Block 1-Fundamentals of Healthcare Interpreting (65 hours)** This course introduces the field of interpreting, interpretation models, cognitive processes associated with interpretation, professional ethical standards, employment opportunities, bilingual customer service, and working conditions. Topics include pronunciation, medical vocabulary, resources, legal issues, code of ethics, standards of practice, certification, interpreter assessments/qualifications, and protocol associated with various settings. Upon completion, students should be able to interpret English/Spanish and Spanish/English simulated health care encounters, explain how to prepare for and manage an interpreted encounter, and apply ethical standards to a variety of working situations.
- **Block 2-Medical and Clinical Development (65 hours)** Basic anatomy and physiology, medical terminology in Spanish & English for health care settings. Emphasis on pronunciation of commonly used medical abbreviations for medical specialists and branches of medicine. Students will analyze, define and correctly spell medical terms and abbreviations. Systems to be covered are: cardiovascular, respiratory, digestive, musculoskeletal, genitourinary, endocrine, immune, and nervous. Common test procedures for each system, cancer and first response interpretation roles will also be covered. Students also participate in activities to prepare for externship, including a review of professional conduct, dress code, bilingual customer service, and downtime activities.
- **Block 3-Professional Practice/Externship (4 hours classroom orientation and 36 hours externship)** Practical training and application of healthcare interpreting under direct supervision of clinical or hospital preceptor. Students may train with staff interpreters or dual-role interpreters. Documentation of daily interpreter logs and a satisfactory evaluation is required to successfully complete the externship. Students must meet the clinical facilities requirements prior to beginning. Externship hours will vary and students are expected to travel and have reliable transportation.

III. This program exceeds the minimum training requirements necessary for applying nationally to be a Spanish Certified Healthcare Interpreter with the Certification Commission for Healthcare Interpreters. (<http://www.healthcareinterpretercertification.org>). Students who meet the full requirements for national certification are strongly encouraged to apply upon concluding the SouthWest Skill Center Spanish Medical Interpreter Program at Estrella Mountain Community College.

Distribution Logistics Technician PROGRAM COMPETENCIES

I. The Certified Distribution Logistics Technician Program (CDP) prepares students for employment in warehousing and distribution centers by teaching them fundamental soft skills and industry specific skills. Students will apply critical thinking to solve warehouse and distribution scenarios and demonstrate proper material handling techniques. The curriculum also sharpens the skills of persons already working in the industry by preparing them for greater responsibility and growth in their careers.

II. Distribution program competencies

- Describe the functional and structural composition of warehousing and distribution centers
- Demonstrate workplace readiness skills like general plant safety, work ethics, change management, and communication
- Explain the principles of warehousing and distribution and relevant productivity measures
- Demonstrate material handling techniques
- Describe methods for protecting materials and equipment
- Demonstrate how to use technology used in warehouse operations
- Solve scenarios describing warehousing and distribution operations using mathematical concepts

III. The curriculum is divided into five blocks: 1) Working in the Warehousing Environment, 2) Warehousing and Workforce Skills, 3) Warehousing and Distribution Process, 4) Warehousing Technology Skills, and 5) Representative Warehousing Skills. The entire course is 160 hours. These competencies have been vetted and analyzed with the oversight of the program Advisory Council that serves as a resource to instructors and Skill Center Staff. These industry partners provide real industry examples by allowing our students to tour facilities.

Medical Assistant PROGRAM COMPETENCIES

I. The Medical Assisting Program (MAP) prepares individuals, under the supervision of physicians, to provide medical office administrative services and perform clinical duties. The goal of the Medical Assisting Program is to train entry level medical assistants to successfully enter the job market with the required knowledge, skills, and abilities to provide quality patient care.

II. The Medical Assistant Program (MA) program is designed to prepare the student to succeed in the health care industry by providing the following competencies:

- Patient Intake and Care
- Routine Diagnostic and Recording Procedures
- Pre-Examination Assistance
- Examination Assistance
- Administration of medications
- Administration of first aid.

III. The Medical Assistant Program is an accelerated program. This allows the student to gain job training and move quickly into the workforce. The entire program is 830 hours. A committee of professionals currently working within the medical field makes up an advisory board. The advisory board meets annually to discuss training requirements specific to the industry, updates to maintain compliance with industry standards, and potential for partnerships to improve marketability.

Medical Billing and Coding PROGRAM COMPETENCIES

I. The Medical Billing and Coding Program (MBC) prepares individuals to enter the field of insurance processing and coding functions. Health Insurance/Health Information Specialists assign and report ICD, CPT, and HCPCS codes on insurance claims for diagnoses and procedures/services provided to patients in a variety of health care environments. The insurance and coding program offers individuals the opportunity to pursue a business-related career that is an essential part of the health care industry.

II. The Medical Billing and Coding Program (MBC) program is designed to prepare the student to succeed in a business-related career that is an essential part of the health care industry by providing the following competencies:

- Describe the different types of insurance plans and coverage options
- Describe the legal and ethical issues involved with billing practices
- Demonstrate how to use both CPT and ICD coding systems
- Explain the steps to filing an insurance claim
- Demonstrate knowledge of a manual bookkeeping system
- Demonstrate bank deposit procedures, balancing bank statements
- Communicate financial information.
- Apply concepts, methods, and processes of financial control to safeguard assets.
- Demonstrate self-directed learning skills.

- Demonstrate oral, written, and non-verbal communication skills in an organized and coherent manner.
- Demonstrate quantitative reasoning skills.
- Apply critical thinking skills to a variety of disciplines.

III. The Medical Billing and Coding Program is an accelerated program. This allows the student to gain job training and move quickly into the workforce. The entire program is 805 hours. A committee of professionals currently working within the medical field makes up an advisory board. The advisory board meets annually to discuss training requirements specific to the industry, updates to maintain compliance with industry standards, and potential for partnerships to improve marketability.

***Phlebotomy* PROGRAM COMPETENCIES**

I. The Phlebotomy Program prepares individuals to obtain blood specimens from patients as well as correctly and safely process the specimens for laboratories. A solid education qualifies the phlebotomist to find employment in hospitals, patient service centers, life insurance companies, doctor's offices and donor centers. Phlebotomists provide a valuable service that is part of the overall wellness plan for many patients.

II. The Phlebotomy Program (PHB) program is designed to prepare the student to succeed in the health care industry by providing the following competencies:

- Obtain Blood Specimens
- Perform Venipunctures
- Perform Capillary Sticks
- Obtain Urine Specimens
- Correctly and Safely Process the Specimens In the Laboratory
- Obtain hands on Laboratory Skills to Meet industry standards

III. The Phlebotomy Program is an accelerated program. This allows the student to gain job training and move quickly into the workforce. The entire program is 410 hours. A committee of professionals currently working within the medical field makes up an advisory board. The advisory board meets annually to discuss training requirements specific to the industry, updates to maintain compliance with industry standards, and potential for partnerships to improve marketability.

***Practical Nursing* Program Competencies**

The SWSC PN program curriculum prepares the student for entrance into the health care field as an entry level practical nurse in a variety of clinical and healthcare settings. The program of study combines nursing theory lectures with planned patient care learning experiences in laboratory, simulation, and clinical settings. This program provides a holistic approach to education that combines classroom instruction with a skills-based laboratory, hands-on experience, and therapeutic interaction with patients at off-site clinical locations throughout the Phoenix area.

- Use communication skills and caring behaviors which demonstrate empathy and respect for self, colleagues, and clients.
- Use therapeutic nursing interventions within a wellness-illness framework that accepts and respects client diversity across the lifespan.
- Practice and collaborate with health team members in the delivery and coordination of care in acute care and community settings.
- Demonstrate principles of leadership and client advocacy in the role of the practical nurse.
- Demonstrate professional behavior based on the ethical code of conduct.
- Use the nursing process and critical thinking skills to make reasonable decisions about actions and beliefs within the practice of nursing.
- Use interventions that safeguard the client's health and wellbeing while practicing within the legal and ethical framework of practical nursing.

Nurse Assistant Program Competencies

The Nursing Assistant Program aspires to educate candidates in the care of individuals with compromised health focusing on the specific standards as set forth for the Nursing Assistant by the Arizona State Board of Nursing. Through this educational process the Program facilitates the successful completion of requirements leading to certification and movement of students in to the workforce. The Nurse Assistant Program at the SouthWest Skill Center includes a holistic approach to education that combines classroom instruction with a skills based laboratory, hands-on practice, and therapeutic interaction with patients at off-site clinicals located throughout the Phoenix area.

- Use specific caring behaviors that are important when caring for clients and communicating with members of the health care team.
- Use communication skills specific to the nurse assistant that demonstrate empathy and respect for self, colleagues, and clients.
- Use select nurse assisting interventions designed to accept and respect client diversity.
- Use select nurse assisting interventions to meet the holistic needs of clients across the lifespan.
- Practice within the role of the nurse assistant in caring for elder clients and those with alterations in health.

- Practice within the ethical and legal standards of the profession.
- Use simple problem solving skills when giving care to elderly clients and clients with alterations in health.
- Use basic nurse assisting skills to ensure a safe environment and personal safety for the client.
- Communicate client response to appropriate nursing personnel through recording and reporting.